CONSUMER MARKETING REPORT

Presented to the Tourism Advisory Council

Great Falls, Montana February 5, 2008







WINTER INQUIRIES & WEB VISITATION



WINTER INQUIRIES

AUGUST 1- DECEMBER 31, 2006 & 2007

| Campaign | 2006 | 2007 | % Change |
|----------|------|------|----------|
|----------|------|------|----------|

Winter Campaign

| Magazine | 500 | 189 | -62% |
|----------|-----|-----|--------------|
| | | | U _/U |

| Direct Mail | 5,612 | 4,176 | -26% |
|-------------|----------------|-----------|------|
| | - , - <u>-</u> | - , - , - | |

| Key Market* | 1,705 | 2,180 | 28% |
|-------------|-------|-------|-----|
| | | | |

The North Face/Outside 21,187 n/a n/a

GRAND TOTAL 29,004 6,545 -78%

*Key Market = MN & SEA



INTERNET ANALYSIS

JANUARY 1-DECEMBER 31, 2006 & 2007

| Website | 2006 | 2007 | % Change |
|------------------|------------------|--------------------------------|--------------------------------------|
| Main Homepage | 6,586,136 | 7,995,754 | 21% |
| Winter Site* | 482,387 | 504,311 | 5% |
| Win Your Own Mtn | 44,820 | nla | -5% |
| 3 Parks (MT/WY) | 46,536 | 52,208 | 12% |
| Lewis & Clark | 381,806 | 332,811 | -13% |
| Montana Kids! | 1,413,115 | 1,180,222 | -16% |
| Indian Nations | 325,173 | 479,835 | 48% |
| Dinosaur Trail | 156,867 | 207,873 | 33% |
| GRAND TOTAL | 9,436,840 MON | 10,753,014 TANA *August I- Dec | I 4% cember 31, 2006 and 2007 |

WINTER UPDATES



SKI MONTANA SHOW

SEATTLE, WA





SKI MONTANA SHOW

SEATTLE, WA









- Sled the Rockies
 - Julie Reuter, Pineville, NC
- Winter Dream Giveaway (MN)
 - Shelly Howe, Edina, MN
- Winter Dream Giveaway (SEA)
 - Stephen North, Olympia, WA



2008 Warm Season Campaign

CAMPAIGN STRATEGY

- Consistency across all TM promotions
- Limited dollars => super-targeted strategy
- Variety of media to reach geo- and lifestyletargeted audiences



WARM SEASON CONSUMER CAMPAIGN

- National Campaign
- Key Market Campaign
- In-State Promotion
- 3 Parks



NATIONAL CAMPAIGN

- Print
- Internet
- Web Development



Strategy

- Utilize proven performers
- Build a relationship with our target audience
- Budget is a compromise between reach & frequency:
 - Narrow number of publications (reach)
 - Increase number of insertions (frequency)
- Increase presence of insertions (size/recall)



Segments

- Traditional (Family)
- Active Mature
- RV / Camping
- Photography
- Outdoor Enthusiasts
- History / Culture
- In-flight
- Removed Bridal segment



Publications

- AAA Tourbook
- AARP Magazine
- Alaska/Horizon Air
- History Channel
- Audubon
- Backpacker
- Budget Travel
- Better Homes & Gardens
- Good Housekeeping
- Madden Newspaper Insert

- National Geo Adventure
- National Geo Traveler
- NY Times T:Travel
- Outside
- Popular Photography
- Trailer Life
- Smithsonian
- Sunset
- Travel & Leisure



PRINT CO-OPS

Good Housekeeping (8-page special section)

- Butte CVB
- Helena CVB
- Missoula CVB
- Custer Country
- Glacier Country
- Gold West Country
- Missouri River Country
- Russell Country
- Private partners: Glacier Park, Inc. & Red Lion Hotels



PRINT CO-OPS CONT'D

Madden Pre-Print (8-page Newspaper Insert)

- Butte CVB
- Helena CVB
- Missoula CVB
- Glacier Country
- Missouri River Country
- Russell Country

Audubon (5-page special section)

- Bozeman CVB
- Missoula CVB
- Custer Country
- Glacier Country
- Missouri River Country
- Russell Country



PRINT CO-OPS

CONT'D

National Geographic Traveler (one-page co-op)

- Big Sky CVB
- Bozeman CVB

Sunset (one-page co-op)

- Big Sky CVB
- Bozeman CVB

Travel & Leisure Family (one-page co-op)

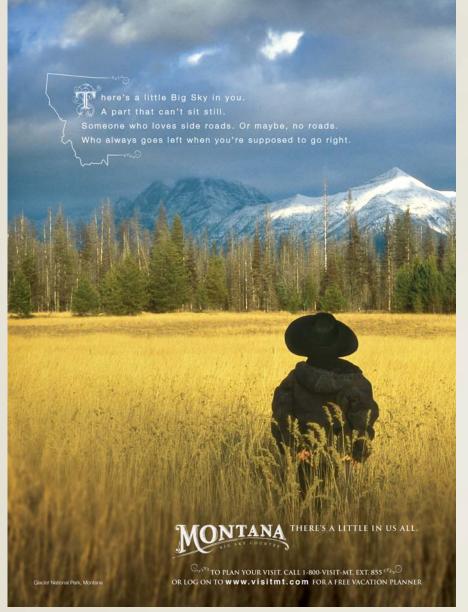
- Helena CVB
- Russell Country



- Campaign runs Feb 08 through July 08
- \$1,022,620.73
 - Co-op contribution: \$32,722.18 (3% of total)
- Circulation: 22,329,968
- CPM: \$45.80



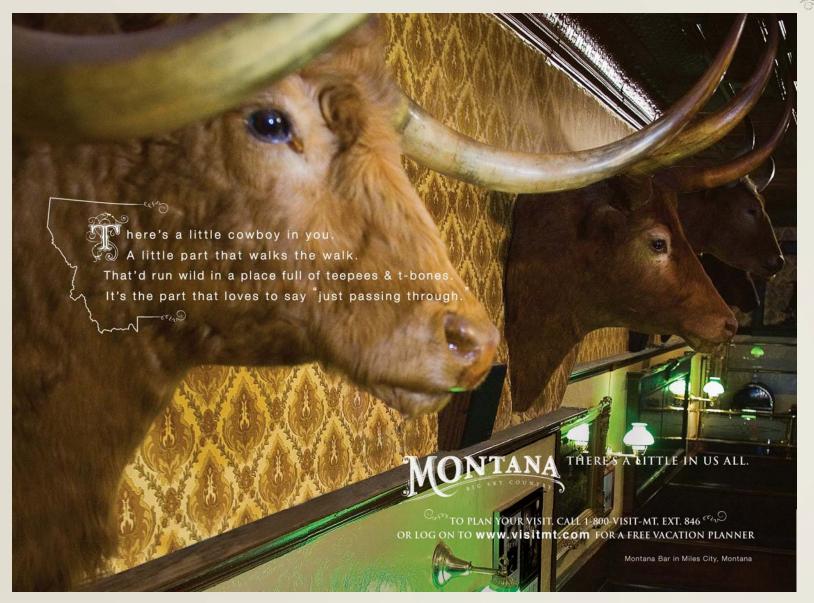




WARM SEASON PRINT



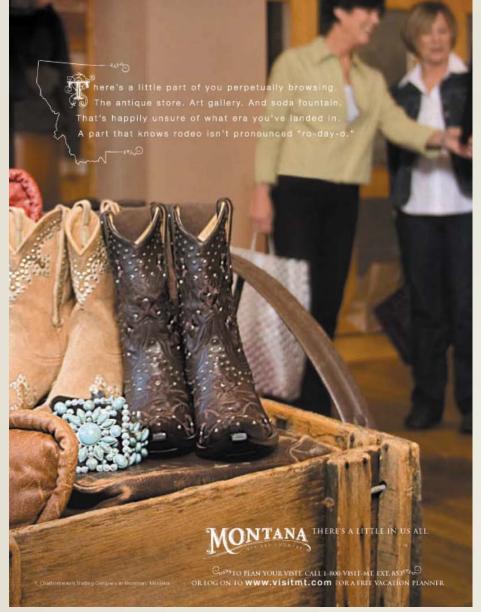
WARM SEASON PRINT



WARM SEASON PRINT MONTANA MONTANA



WARM SEASON PRINT



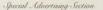
WARM SEASON PRINT MONTANA



GOOD HOUSEKEEPING CO-OP









Pelicans congregate at the Medicine Lake National Wildlife Refuge in Northeastern Montana. Photographer: Donnie Sexton

world's last free-roaming blackfooted ferret populations. And just south of Glendive, turkey vultures soar over Makoshika State Park, while chipping sparrows, Bullock's orioles and cedar waxwings fill the air with song.

As you head west towards sillings, don't forget your spotting scopel Pompeys Pillar National Monument offers a variety of birds on the Bureau of Land Management sensitive species list such as the ferruginous hawk, Franklin's gull, Forster's tem, loggerhead shirike, northem goshawk and the peregrine falcon. Gracing the stark prairies and plateaus north of Billings is

the Lake Mason National Wildlife Refuge with long-billed curlews, sage grouse and upland sandpipers.

Montana is a different kind of place. A place more comfortable with habitat than highways. A place where endangered species seem less so. Montana offers the most abundant and diverse wildlife experience in the lower 48 states. From birds to bears, from west to east, it is an unrivaled brush with the fauna of North America.









AUDUBON CO-OP







TRAVEL & LEISURE FAMILY CO-OP





In a state that's as big as all outdoors, you shouldn't in every direction. Easy be surprised to find that hiking and backpacking are the half-day jaunts are typified preferred leisurely pursuits here. Long backpacking trips and short hikes through millions of acres of national forest and numerous wilderness areas are a rite of passage (or perfect date) for many Montanans. First kisses, wedding vows and even a business plan or two of fully functioning lungs. have all been hatched when some fun-loving Montanan felt the urge to "get out for awhile."

Montana's most famous backpacking destination is Glacier National Park. The park's main thoroughfare, Going-To-The-Sun Road, serves as a veritable 52-milelong trailhead to more than 700 miles of trails. Most people leave the car behind to access a seemingly



Bull elk bugling in Yellowstone National Park. Photographer: Jason Lugo

endless myriad of short nature walks, day hikes and multi-day slogs deep into unspoiled backcountry. All are reasons why Glacier is often deemed "The Backpacker's National Park." And rightfully so.

In contrast, Yellowstone National Park is set up for motorists. The area is roughly 63 miles north to south and 54 miles east to west-bigger than Rhode Island and Delaware combined - and interconnected nicely by a figureeight loop. This provides a nice segue for those who like to get off the beaten path - over 1,000 miles of trails lead by wildlife viewing and expansive valleys; other trails require know-how, backcountry skill and a set

Being bookended by two national treasures. some would be hardpressed to hike anywhere else. But thanks to three million acres of designated wilderness, Montana is a virtual backpacker's Lemhi Pass, Bitterroot Mountains, Montana. decathlon. Areas to



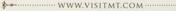
Photographer: Donnie Sexton

explore include the Bob Marshall Wilderness, south of Glacier National Park; the Bitterroot Mountains, south of Missoula; the Absaroka-Beartooth Wilderness, north of Yellowstone; the Crazy Mountains, east of Bozeman and Makoshika State Park, east of Glendive. For complete listings, visit www.fs.fed.us/r1

As passionate as Montanans are about wild places, they're equally passionate about protecting them. Nine Montana organizations including REI-Missoula and the Bob Marshall Wilderness Foundation are hosting National Trails Day events on July 7. National Trails Day is a long-standing celebration of America's magnificent trail systems and the countless supporters and volunteers that make it possible.

Thanks to conservation efforts, seven million acres of roadless wilderness make Montana the perfect place to celebrate National Trails Day, every day. So if you ever find yourself muttering, "I need to get out for awhile," we understand. There's a little Montana in us all. Some of us just don't know it vet.

For a complete list of National Trails Day events in Montana, visit www.americanhiking.org/events





BACKPACKER ADVERTORIAL SPREAD





CONSISTENCY IN MESSAGE





WINTER THE WAY YOU REMEMBER IT

Remember catching snowflakes on your tongue when you were a kidl How about making "snow angels" in a banket of fresh fluff! And when was the last time you went sledding...down a neighborhood hill, behind a horse-drawn sleigh, or perhaps behind a string of excited dogges! With the down-home hospitality you remember from childhood and a healthy dose of the new and pleasantly unexpected, the magic of winter and all its possibilities comes to life in sparkling sunny Montans.

Montana serves up something to satisfy every passion, from sking and snowhoarding to natural hot spring soaking. Cross-country ski, snowmobile or take a snowcoach into Yellowstone National Park and witness steam breathing bison. Kick back for a day of soaking and spa therapy at one of Montana's natural hot springs resorts. How about snowshoeing into the winter softude of Glacier National Park or snowmobiling through the Big Sky state's expansive national foresta? Ever dream of climbing a frozen waterfall amidst a backdrop of crystallized peaks and snow-heavy valleys? Visitors to Montana will find all of this perched on a backdrop of quaint towns with genuinely hospitable people.

For those whose fondest memories are of the downhill variety, Montana provides a perfect reminder of why you fell in love with sking in the first place. Tap into the uncomplicated, uncrowded essence of sking and snowboarding at one of 16 areas across the Big Sky state. Montana offers it all, from big bodacious mountain resorts offering deep snow, massive verticals, and boundless amenities, to down-home, family-run areas offering superb value and lots of soul. No matter what your ski area of choice may be, one constant across the treasure state is the plentitude of billowy cold-smoke powder.

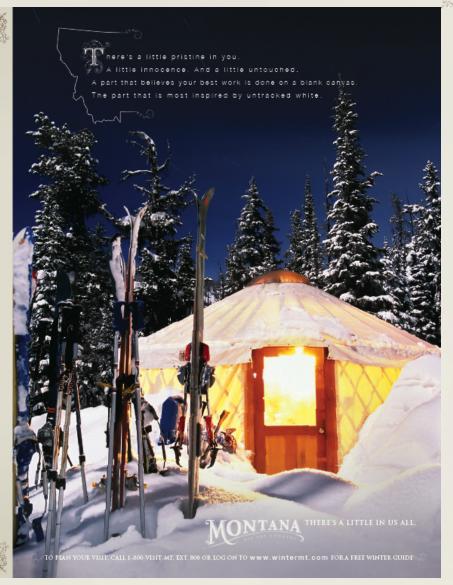
BOZEMAN, MONTANA: WATCH FOR THE BLUE LIGHT

Here's a tip for those fond of powder snow When visiting the blossoming bury of Bozzeman, keep an eye peeled for the telltale blue light mounted atop the historic Bacter Hotel. Locals — and visitors in the know — realize this sapphire beacon can only mean one thing...fresh snow has blanketed the Bridger Bowl Ski Area. And here in Montana, "freshies" come in that extra billowy variety that hangs in the air long after you've arced down the mountain.



BIG SKY/MOONLIGHT INTERCONNECT: BIGGEST SKIING IN THE U.S.

Thanks to the newly offered Lone Peak Interconnect lift ticket option, skiers & snowboarders are free to explore more terrain than any other area in the U.S. at Big Sky Resort and adjacent Moonlight Basin. Together they offer over 5,500 acres of skiing and riding. More terrain means more options for all levels. In fact, there are many die-hard locals who will admit to having barely scratched the surface at this massive, European-style interconnect.

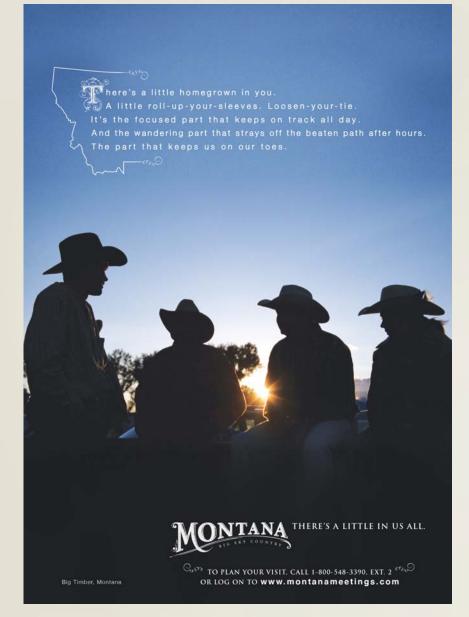


WINTER PRINT CO-OP MONTANA



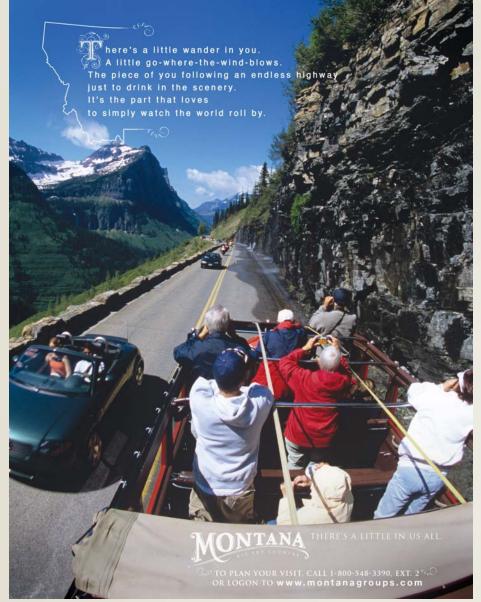
DISCOVER AMERICA (INTERNATIONAL CO-OP)





MEETINGS & CONVENTIONS





GROUP TOURS

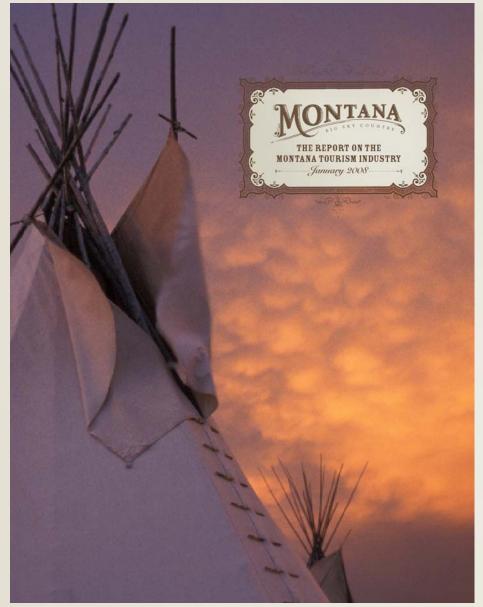




BACK

FRONT

MONTANA PROMOTION DIVISION · DEPARTMENT OF COMMERCE



ANNUAL REPORT



INTERNET

Search Engines

Google, Yahoo!, iExplore

Direct E-mail

- YellowstonePark.com
- BudgetTravel.com
- YesMail

Banner Ads

- Travel websites
- Culture/history websites
- Outdoor enthusiast websites
- Active mature websites
- Family travel websites



Travel

- Away Network
 - •Includes away.com, gorp.com, gorptravel.com, outside.com
- TripAdvisor.com
- BudgetTravel.com
- Fodors.com
- TravelandLeisure.com

Family Travel

- FamilyTravelForum.com
- Away Network



Culture/History

- NationalGeographic.com
- Smithsonian.com

Outdoor Enthusiast

- Wildernet.com
- Away Network
- · GordonsGuide.com

Active Mature

AARP.org





BANNER CREATIVE





INTERNET CO-OPS

TripAdvisor.com geo-targeted banners

- Bozeman CVB
- Big Sky CVB
- Russell Country

Away.com & network geo-targeted banners

- Russell Country
- Glacier Country
- Big Sky CVB
- Bozeman CVB
- Missoula CVB



INTERNET CO-OPS

CONTINUED

BudgetTravel.com Direct E-mail

Russell Country

YellowstonePark.com Direct E-mail

- Big Sky CVB
- Bozeman CVB

NationalGeographic.com: 15 pre-roll video

- Bozeman CVB
- Whitefish CVB





Timing

- March 08 through July 08
- Additional internet media buy likely

Search Engines (Pay-per-Click Advertising)

• Cost: \$94,000.00

• Clicks: 87,500

Cost-per-click: \$1.07

Content Websites (Pay-per-Impression Advertising)

Cost: \$137,558.40

• Impressions: 6,978,350

CPM: \$20.23





Total Budget: \$231,558.40

Co-op contribution: \$29,846.07 (13% of total)



WEB DEVELOPMENT

WEB DEVELOPMENT

- Website Enhancements
 - Rich media content development
 - Niche webpage sites
- E-mail Marketing Service



RICH MEDIA DEVELOPMENT

- Audio podcasts
 - Register of Historic Places (Butte)
 - Ghost Town Walking Tour (Virginia City and/or Nevada City)
 - Pintler Scenic Driving Route
- Streaming video / video podcasts
 - Glacier National Park
 - "A Day in the Life"
 - Researching repurposing of "Backroads of Montana" footage
- Interactive maps & timelines
- Photo slide shows
- Downloadable PDFs





NICHE WEBSITE SECTIONS

- Dining & Restaurants
- Rodeos
- Farmer's Markets & Ag Tours







PLACES TO STAY PLAN A VACATION EXPLORE MONTANA

EVENTS CALENDAR THINGS TO DO WEATHER & ROADS WATCHABLE WILDLIFE

mt.gov

Official State Travel Information Site



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CHICO HOT SPRINGS

Pray, Montana

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DINING & RESTAURANTS IN MONTANA



FARM TO TABLE

MONTANA'S CULINARY UNDERBELLY









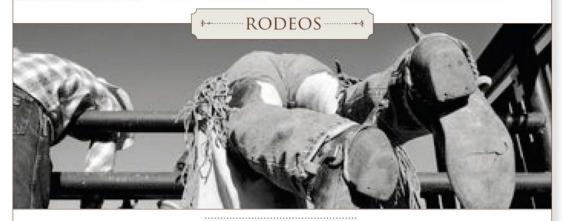
PLACES TO STAY PLAN A VACATION EXPLORE MONTANA EVENTS CALENDAR

THINGS WEATHER & ROADS

WATCHABLE WILDLIFE

mt.gov

Official State Travel Information Site



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BUCKING HORSE SALE

Miles City, Montana



MONTANA RODEOS

Withful ROSSELL
COUNTRY
GLACHE
COUNTRY
GLACHE
COUNTRY
Helen

Butte*

GOD

*Butter

*Butter

GOLD

*Butter

*Butter

GOLD

*Butter

DAY IN THE LIFE

IN THE KNOW (AS IT PERTAINS TO RODEO)









PLACES TO STAY PLAN A VACATION EXPLORE MONTANA

EVENTS CALENDAR THINGS TO DO WEATHER & ROADS WATCHABLE WILDLIFE

mt.gov

Official State Travel Information Site

FARMERS MARKETS & AG TOURS



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ROCKY CREEK FARMS

Bozeman, Montana

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MONTANA FARMERS MARKETS & AG TOURS



MT FARMING & RANCHING

AG TOURS





E-MAIL MARKETING

Service provider: eROI

- Cleaning and updating current database of email addresses
- Matching emails to current mailing address leads
- Building an opt-in database and associating interests
- User-friendly templates allow in-house email blasts
- Legal, ethical, & efficient management of contact information
- Future for Travel Montana's lead-sharing program
 - TM organizes e-blast opportunities under new brand platform
- Backend stats & analysis
- To be deployed Spring/Summer 2008



KEY MARKET CAMPAIGNS



KEY MARKET CAMPAIGNS

Still in development- pending participation from promotion partners

Potential markets:

- Chicago
- Atlanta
- Dallas





Purpose:

- Create ambassadors for tourism in Montana
 - Visitors: Show them why MT is special
 - Residents: Embrace tourism as an important and beneficial industry
- Support efforts to preserve & enhance tourism offerings
- Build partnerships with other Montana entities that share common interests & goals
- Have impact but "share the wealth:" use budget for onetime infusions/launching pads for self-sustaining projects
 - leverage contribution through partners & their networks of support





2008: Protect & Preserve Montana's Open Spaces

Partners:

- Montana Innkeepers Assn (MIKA)
- Montana Association of Land Trusts (MALT)
- Travel Montana

All partners recognize that Montana's open spaces and scenery, and the public's enjoyment of them, are major reasons visitors choose to vacation here and residents choose to live here. These resources should be protected and managed for the mutual benefit of visitors and residents alike.



2008: Protect & Preserve Montana's Open Spaces

Program Background

- Participating MIKA properties to assess/collect voluntary \$1 donation for each guest stay
- Money collected to be used for preserving Montana's open space
- Money received by the Montana Association of Land Trusts (MALT)



OPEN SPACES IN-STATE PROMOTION

Travel Montana

 Contributes \$100,000 through the services of Mercury Advertising for creative, production, assistance with project coordination and outside costs

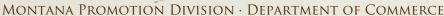
MIKA

- Distributors of message (in-hotel & in-room)
- Collectors of fees/donations

MALT

- Leverages additional funds through grants and other partners
- Recipient of funds
- Allocates funds towards appropriate projects





OPEN SPACES IN-STATE PROMOTION

Program Promotional Needs

- Step I: Determine # of participating properties
- Step 2: Design/produce marketing materials
- Step 3: Implementation (2009)
- Step 4: Tracking & Analysis
- Budget: \$100,000-\$150,000 (depending on outside grants)



3 PARKS CAMPAIGN



3 PARKS CO-OP

Campaign to promote region's three national parks:

- Glacier NP
- Grand Teton NP
- Yellowstone NP

Contributing partners include:

- Travel Montana (\$65,000)
- Wyoming Travel & Tourism (\$65,000)
- Grand Teton Lodging Co. (\$20,000)
 - lodging concessionaire for GTNP
- Xanterra (\$20,000)
 - lodging concessionaire for YNP



3 PARKS CONTINUING 2007 STRATEGY

Target Market

- Adults traveling without children, ages 45-64
 - formerly families, targeting parents ages 35-54

Campaign Timing

- Encourage travel in the fall shoulder season
 - formerly focused on summer trips
- Campaign advertising will run May-August
 - formerly ran March-May





3 PARKS

- New creative to come
 - Magazine
 - Field Guide (fulfillment piece)
 - Web banners & 3parks.com website
- Co-op Budget = \$170,000
 - Magazine media buy & production: \$135,000
 - Field Guide printing & production: \$10,000
 - Web buy & development: approx. \$25,000



Presentation will be available at:

www.TravelMontana.mt.gov

